SC CUSTOMER INFORMATION ADVISORY GROUP
MEETING SUMMARY
AUGUST 15, 2001

Agenda Items

- ?? Review of Previous Action Items (Rice)
- ?? Support Center Items (Baker)
- ?? July Performance Measures
- ?? Update on Strategic Plan and Operating Plan
- ?? WordPerfect Requirement

Action Items

Previous Action Items	Status
Provide a schedule for the Windows 2000 rollout by Program Office. (Baker)	Completed. Status provided via July 30 e-mail from Rice. IMSC users and SCIP testers will be converted first followed by GTN users and then Forrestal users.
Inform the CIAG of the OA's choice of SCIP rollout options. (Hughes/Centeno)	Completed. Status provided via July 30 e-mail from Rice. The OAs preferred the single rollout option and that is how SC-65 is proceeding. (See SCIP status below.)

New Action Items from August 15, 2001 CIAG Meeting	Assigned To
During the W2K conversion process, ensure that the process requires SC-65 to provide customers with the QuikGuide and explain the use of "Ctrl Alt Del" as well as how to change the timing of the screen-saver so that the screen does not lock too frequently.	Griffin/Baker
Investigate whether the execution of the anti-virus program can be changed back to Wednesday noon or another convenient time. (Currently, it is set to run on Saturday, which causes a slowdown on Monday morning.)	Griffin/Baker
Check on the customer impact of reconfiguring printers (e.g., should drivers automatically be reinstalled; should customers call SCSC as needed; should an e-mail message be sent to users explaining what to expect, etc.)	Griffin/Baker
For retirees, check on whether it is possible to either forward their e-mail to a different address for a period of time or provide a return message with a forwarding e-mail address.	Griffin/Baker
Respond to Shahida Afzal's problem (i.e., WordPerfect's spell check and Thesaurus are not working under W2K).	Baker
Provide copies of the final Strategic Plan to all CIAG members.	Griffin
Provide new SCIP User Acceptance Training and pilot dates.	Centeno

Additional Discussion

Support Center Items

Brent Baker noted that the IMSC users and SCIP testers have been converted to W2K and work is underway to convert all other users, starting at Germantown. In response to a question, he noted that workstations in the guest offices at FORS would be converted in mid- to late-September. Baker also noted that the transition of all remaining Macintosh users to PCs has begun and that the Video Teleconferencing (VTC) numbers have changed. The program individuals responsible for scheduling the rooms have been informed and Baker suggested that they, in turn, give regular VTC users the new numbers.

July Performance Measures

Ted Griffin noted that the calls resolved by the first phone analyst before the end of the call and those resolved within four hours remained steady, although down somewhat from the May measures. He explained that the need to pull Helpdesk phone analysts to support the W2K conversion is affecting those numbers, but that there is no alternative. Griffin also noted that the percent of time that a phone analyst responds to a customer call within 30 seconds remains at 100% and that SCSC's 12 second average response time is better than the 23 second "best in class" time. Griffin is still awaiting the results of surveys that should help to determine "best in class" service for the other categories.

Status on Strategic Plan and Operating Plan

Griffin noted that the IM Board has approved the Strategic Plan with the addition of the names of the CIAG members and notation that they worked four months on the Plan as well as a references to the fact that the Strategic Plan assumes an $8 million budget for FY02. Noting that there is still no word on the FY02 IM budget, Griffin said that we are beginning to develop the Operating Plan based on an $8 million budget and that revisions will be made as necessary. He also indicated that the Operating Plan would include service level agreements (SLAs) for each service SC-65 offers. These SLAs will incorporate and replace the existing SC IM policies. Griffin expects to have a strawman Operating Plan available for review at the beginning of September.

Other Items

- ?? <u>SC Intranet Portal Status</u>: Lisa Black explained that the Production environment is not yet ready for the Acceptance Users and that we are delaying the training and rollout to ensure appropriate testing. She indicated that there should be new dates for User Acceptance training and the pilot period by the next CIAG meeting.
- ?? <u>WordPerfect Requirement for Duplex Printing</u>: Caryle Miller's original problem (i.e., inability to print WP documents sent to her double sided (using WP 6.1 in W2K) has been resolved; but Steve Buswell asked whether a duplex printer would be available at Forrestal. Jason Kruse explained that the new HP would soon provide duplex printing in black and white or in color.

Proposed 8/22/01 Meeting Agenda

- ?? Review of Previous Action Items (Rice)
- ?? Support Center Items (Baker)
- ?? SC HQ Web Coordination (Borchelt)
- ?? Update on SCIP

Meeting Attendees

Name		Organization	Contact Information
Burris-Co-Chair	**Peggy**	**SC-1 & 5**	**6-7265**
Rice–Exec. Sec	**Pat**	**SC-65**	**3-4556**
Afzal	Shahida	SC-50 (ESMT)	3-4941
Baker	Brent	SC-65	3-2345
Black	Lisa	SC-65	3-1310
Buswell	Steve	SC-7	6-9741
Corcoran	Joanna	SC-72	3-6488
Griffin	Ted	SC-65	3-4602
Hanlin	Cathy	SC-23	3-1965
Jernigan	Lori	SC-64	3-5212
Kruse	Jason	SC-65	3-6592
Miller	Caryle	SC-82	3-8434
Monahan	Tom	SC-65	3-4866
Oyler	Dean	SC-22	3-6394
Talamini	Karen	SC-14	3-4563